



**REQUEST FOR PROPOSAL**  
**ESTABLISHMENT OF NRC CALL CENTRE UNDER**  
**NATIONAL REGISTER OF CITIZEN (NRC), ASSAM**

**NOT TRANSFERABLE**

**OFFICE OF THE COMMISSIONER & SECRETARY  
TO THE GOVERNMENT OF ASSAM, POLITICAL  
DEPARTMENT &  
STATE COORDINATOR OF  
NATIONAL REGISTRATION (NRC), ASSAM  
ASSAM SECRETARIAT,  
GROUND FLOOR, CM BLOCK, DISPUR, GUWAHATI - 781006**

**REQUEST FOR PROPOSAL –Establishment of NRC Call Centre**

**OFFICE OF THE COMMISSIONER & SECRETARY  
TO THE GOVERNMENT OF ASSAM, POLITICAL  
DEPARTMENT &  
STATE COORDINATOR OF  
NATIONAL REGISTRATION (NRC), ASSAM**

**ASSAM SECRETARIAT,  
GROUND FLOOR, CM BLOCK, DISPUR, GUWAHATI – 781006**

**Ph. No. 0361 – 2237237::**

Website : <http://online.assam.gov.in> E\_mail ID : [spmumrc.assam@gmail.com](mailto:spmumrc.assam@gmail.com)

---

No: SPMU/NRC/Call-Centre/7/2014/1

Dated 4<sup>th</sup> July 2014

**Request for Proposal –Establishment of NRC Call Centre**

**NOT TRANSFERABLE**

RFP REFERENCE	:	SPMU/NRC/Call-Centre/7/2014/1 Dated 04/07/2014.
DATE OF COMMENCEMENT OF SALE OF RFP DOCUMENT	:	02-Aug-2014
DATE OF PRE BID MEETING	:	13-Aug-2014.
LAST DATE & TIME OF RECEIPT OF BID	:	22-Aug-2014 upto 2:00 PM.
TIME & DATE OF OPENING OF BID (TECHNICAL BID)	:	22-Aug-2014 at 3:00 AM.
PLACE OF OPENING OF BID	:	Office of the Commissioner & Secretary to the Government of Assam & State Coordinator National Register of Citizen (NRC), Assam Assam Secretariat Ground floor, CM Block Guwahati - 781006
ADDRESS FOR COMMUNICATION	:	Office of the Commissioner & Secretary to the Government of Assam & State Coordinator, National Register of Citizen (NRC), Assam Assam Secretariat Ground floor, CM Block Guwahati - 781006
COST OF RFP DOCUMENT	:	Rs. 1,000/- (Rupees one thousand only)

## REQUEST FOR PROPOSAL –Establishment of NRC Call Centre

**OFFICE OF THE COMMISSIONER & SECRETARY  
TO THE GOVERNMENT OF ASSAM, POLITICAL  
DEPARTMENT &  
STATE COORDINATOR OF  
NATIONAL REGISTRATION (NRC), ASSAM  
ASSAM SECRETARIAT,  
GROUND FLOOR, CM BLOCK, DISPUR, GUWAHATI – 781006  
Ph. No. 0361 – 2237237::  
Website : <http://online.assam.gov.in> E\_mail ID : [spmumrc.assam@gmail.com](mailto:spmumrc.assam@gmail.com)**

---

No: SPMU/NRC/Call-Centre/7/2014/1

Dated 4<sup>th</sup> July 2014

### **Request for Proposal –Establishment of NRC Call Centre under NRC, Assam**

Request for proposal in two Bid System – Technical Bid and Price Bid are invited, from BPOs/service providers/Govt./Semi Govt. and private Organizations for setting up a Call Centre to facilitate the applicants/citizens of Assam under National Register of Citizen (NRC), Political Department , Govt. of Assam.

#### **1. General:**

**NRC Updation in Assam:** NRC Updation is a project where the names of all citizens of Assam have to be enlisted. For the purpose, citizens will be provided with an application form which would be filled up by the citizen and submitted to the nearest Government Office set up for the purpose. The offices so setup for application receipt would be called LRCR (Local Registrar of Citizen Registration) offices. 1500 such LRCR offices would be setup across the state. These offices would be static (located in a government building) for a period of 2 months and thereafter operate as mobile camps (operating from the Government building referred to earlier as the base) for another period of 4 months.

At the time of submission, the application form would be accompanied by relevant documents to establish proof of citizenship. A computer generated receipt would be issued to the applicant which will consist of a scanned printout of the application form and a list of the documents submitted. To enable this, while receiving application forms, the application form would be scanned (and not the other documents submitted as enclosures of the application). For this purpose, the software for application receipt would be so designed as to provide a check box type of system listing the documents on the computer screen, enabling quicker generation of the receipt.

To smoothen the process of NRC updation for the citizens a Call Centre shall be set up to provide voice call support to the citizens/NRC applicants of Assam. The proposed Call Centre shall have to work as a helpdesk/support centre which can respond to various queries or issues faced by the applicants. The main purpose of the Call Centre shall be to answer queries of various procedures related to NRC updation and also to function for readdressing grievances and registering complaints.

# **REQUEST FOR PROPOSAL –Establishment of NRC Call Centre**

## **2. Services to be included in the proposed NRC Call Centre**

The proposed Call Centre will have the following deliverables:

- a. Any citizen/applicant should be able to contact the Call Centre through a Hotline (toll-free) number. The Toll-free number has to be obtained by the bidder on behalf of the State Government.
- b. There will be two types of call handling personnel in the Call Centre. The 1<sup>st</sup> type of personnel will handle the queries/problems of the general public/applicants; the 2<sup>nd</sup> type of (Technical expert) personnel will handle such complaints and queries requiring deeper knowledge, and also which the 1<sup>st</sup> types of call handlers are unable to handle.
- c. The 1<sup>st</sup> type of personnel shall have to answer all the queries related to NRC updation and have to provide solutions to the problems and he will transfer the call to 2<sup>nd</sup> type personnel, if required.
- d. The 2<sup>nd</sup> type of personnel can further be divided into specific categories as required.
- e. Information on various activities under NRC updation in Assam will be provided through the proposed Call Centre through incoming calls as well as outgoing calls. It is explained that about 10% of the seats (5 in 50 seats, 3 in 25 seats) would be used for outgoing calls.
- f. A database will be created regarding the queries/complaints received at the time of actual implementation of NRC updation work from the inputs received during interaction. Development of Software for creation & maintenance of the database and submitting the same to the office of the State Coordinator shall be the responsibility of the vendor.
- g. The Call Centre would be of 50 seater capacity for first the 12 months and of 25 seater for next 12 months and of 10 seater for last 4 months. However, the actual number of seat capacity of the Call Centre may have to be revised as per requirement assessed through quantum of calls received per month and/or progress of the project. The first such assessment shall be made after 6 months from establishments of the Call Centre.

Interested organizations may propose for establishment and operationalization of the proposed NRC Call Centre.

**The final proposal should be a complete solution including development of software, installation & maintenance of hardware, deployment and training of personnel for handling calls, providing premises, security etc towards establishment of Call Centre including its operationalization, maintenance and reporting.**

## **3. General Conditions**

- RFP Document can be obtained from the Office of the State Coordinator, National Register of Citizen (NRC), Assam, Assam Secretariat, Ground floor, CM Block, Guwahati - 781006, after depositing non-refundable fee of Rs. 1,000/- (Rupees one thousand) only in the form of a Demand Draft/ Bankers Cheque in favour of "Commissioner & Secretary, Political Department" payable at Guwahati from **02/08/2014 to 22/08/2014**. The RFP Document may be obtained during office hours on all working days. The RFP Document may also be downloaded from the official website of Govt. of Assam ([www.online.assam.gov.in](http://www.online.assam.gov.in)) from **02/08/2014 to 22/08/2014**. The bidder who has downloaded the bidding document from the website has to pay Rs. 1,000/- (Rupees one thousand only) (non-refundable) in the form of Demand Draft/Bankers Cheque in favour of "Commissioner & Secretary, Political Department", along with the bid.
- At any time prior to the date of submission of bid, the authority inviting RFP may, for any reason, whatever at his own initiative or in response to a clarification from a prospective bidder in writing, modify the RFP Document by an amendment. All prospective bidders who have received the bidding document will be notified of the amendment in writing and the amendment shall be binding on

## **REQUEST FOR PROPOSAL –Establishment of NRC Call Centre**

them. In order to provide reasonable time to take the amendment into account in preparing the bid, the authority inviting RFP, may at its discretion, extend the date and time of submission of bids.

- Bids shall be opened in presence of bidders or their representatives who intend to witness the opening, on the specified date and time.
- All bids must be accompanied by Earnest Money Deposit (EMD) as specified in the Bid Document and Court Fee Stamp of Rs. 8.25/-.
- The bid and correspondence and documents shall be in the English language.
- The RFP Document is not transferable.
- The proposal document shall be signed by the proposer in all the pages with official seal.
- Measurement, Inspection, Testing and Acceptance Testing would be required.
  - NRC, Assam will release payment on the basis of all accounts of quantities of work and bill of services rendered by the vendor. Representative of NRC Assam will verify necessary details with outcomes as per normal expectations and terms and conditions of the RFP.
  - The Vendor shall warrant that the material supplied for the work shall be new and free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered and shall perform in full conformity with the specifications.
- In case of consortium, bidder must provide relevant details of all parties forming the consortium. All the licensing requirements should be fulfilled by prime bidder. The prime bidder shall be responsible for billing on its own behalf and on behalf of consortium partners.
- Interested eligible bidders, if they so desire, may obtain further information from the Office of the Authority inviting RFP.
- Although the financial quote will ordinarily take into account for a period of 28 months, any delay in the project may result in extending the services of the Call Centre for which purpose the monthly rate quoted shall be considered. In case of lesser call volumes, decision may be taken to reduce the capacity of seats for which the monthly rate quoted shall be used.
- During Operational period, no call should be waiting for more than 3-4 minutes.

#### **4. Deliverables:**

- a) Establishment of Call Centre at Guwahati City which should support local languages like Assamese, Bengali, Hindi, English.
- b) Operation of Call Centre (24 hours a day)\*.
- c) Call Centre to be made operational within 30 days from the date of issue of work order.
- d) Comprehensive Maintenance & Post Sale Service for equipments and connectivity.
- e) Software to be developed to manage the entire system and administrative MIS reports has to be submitted periodically (weekly and monthly) to the State Coordinator, NRC, Assam by summarizing the details of calls handled.
- f) Procurement of all required Hardware for the proposed Call Centre and recruitment and training of HR.

---

\* (50\*2 Shifts, 5\*1 Night Shift, 25\*2 Shifts, 3\*1 Night Shift, 10\*2 Shifts)

## REQUEST FOR PROPOSAL –Establishment of NRC Call Centre

### 5. Eligibility criterion and Documents to be submitted:

Bidder/ all consortium partners will have to provide the following particulars and should meet the following criterion:

SI	Eligibility criterion for the Bidder	Documents to be submitted
1	<ul style="list-style-type: none"> <li>➤ Should be registered body under the Indian Societies Registration Act / Indian Religious and Charitable Act/ Indian Trust Act/ Indian Company Registration Act or their state counterparts with at least 3 years of experience in the relevant field.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Detail of the organization (including Name, Complete Address, Phone No, Contact Person, Email ID, Brief Description of the organization, etc) should be provided as per <b>Annexure B</b>.</li> <li>➤ Attested/Notarized copy of the registration certificate.</li> <li>➤ Attested/Notarized copy of the updated valid VAT Registration certificate</li> <li>➤ Attested/Notarized copy of up-to-date Trade license</li> <li>➤ Attested/Notarized copy of Income Tax PAN Card No (Photocopy of the PAN Card need to be submitted).</li> </ul>
2	<ul style="list-style-type: none"> <li>➤ Should have experience of setting up and operating of minimum 50 capacity at least one Call Centre for a period of 12 months during last 3 (three) years.(2011-12,2012-13,2013-14)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Detail report of the Call Centre to be included (Name of the Centre, Name of the Customer, Date of Operational, Nature of work)</li> </ul>
3	<ul style="list-style-type: none"> <li>➤ Average Annual Turnover of the Bidder during last three financial years should not be less than Rs. 50 Lakhs. The Bidder should be a profit making organization for more than 3 years.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Annual Turnover of last 3 years (year wise break up need to be provided) as per <b>Annexure C</b>.</li> <li>➤ A copy of last three financial years' relevant audited balance sheets should be submitted with the offer. If the audit for the year 2013-2014 is not yet completed then provisional balance sheet signed by Chartered Accountant &amp; CEO/CFO should be enclosed.</li> </ul>
4	<ul style="list-style-type: none"> <li>➤ The bidder should not have been blacklisted by any government organization.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Self-declaration certificate regarding the matter that the organization is not blacklisted by any Government Organization.</li> <li>➤ Should submit a self declaration for not being under legal action for corrupt or fraudulent practices.</li> </ul>

## REQUEST FOR PROPOSAL –Establishment of NRC Call Centre

SI	Eligibility criterion for the Bidder	Documents to be submitted
5	Other Documents (to be submitted by the bidder along with the proposal)	<ul style="list-style-type: none"> <li>➤ Non refundable court fee stamp of Rs.8.25 (Rupees eight &amp; paisa twenty five) only.</li> <li>➤ Bids must be accompanied by Earnest Money Deposit (EMD) in the form of Demand Draft/ Bankers Cheque in favour of “Commissioner &amp; Secretary, Political Department”. EMD submitted in any other form or bids without EMD shall not be entertained. <b>The amount of EMD shall be Rs. 3,00,000/-</b>(Rupees Three Lakhs only).The EMD of the successful bidder shall be retained till completion of the bidding process but shall not carry any interest. If the successful bidder fails to execute the agreement within the specified time, or withdraws his bid within the validity of the bid, the EMD shall be forfeited. The EMD of the unsuccessful bidders will be returned within 30 days after the finalization of the bid.</li> <li>➤ <b>The proposal document shall be signed by the proposer in all the pages with official seal.</b></li> <li>➤ List of equipments along with other works should be mentioned as per <b>Annexure D.</b></li> <li>➤ Value Added Services that will be included free of cost to be mentioned.</li> <li>➤ Any other information, which may be useful in the process of evaluation.</li> </ul>
6	Based on the understanding of the project the bidder should provide a detailed implementation plan along with the proposed architecture and infrastructure of the entire Call Centre.	<ul style="list-style-type: none"> <li>➤ The Bidder should provide the details in company letter head.</li> </ul>

## REQUEST FOR PROPOSAL –Establishment of NRC Call Centre

### **6. Technical Bid: Cover – A**

All the documents mentioned in “5. Eligibility criterion and Documents to be submitted” should be put in a separate sealed envelope and marked as “Technical Bid: Cover – A”. The following “Technical Sheet” shall have to be filled up also and submitted in the “Technical Bid: Cover – A”. The information or data submitted in “Technical Sheet” shall have to be supported with documents and evidence to verify its admissibility to enable Bid evaluation as per Para 6.1.

<b>6.1 Technical Sheet</b>
6.1.1 Average Annual Turnover (Last 3 Financial Years)
6.1.2 Number of years as a profit making organization as Proprietorship firm OR Registered Co-operative Associate OR Limited / Private Limited Company Firm registered under the Companies act, 1956,
6.1.3 Detailed Implementation plan along with the proposed architecture and infrastructure of the entire Call Centre along with presentation as described in clause 8 of this Bid Document
6.1.4 Mandatory Experience in running Inbound or Outbound Call Centre in Assam in regional languages
6.1.5 Experience in handling Govt./PSU Call Centre for Inbound / Outbound process
6.1.6 No. of clients for which Experienced in running Inbound or Outbound call
6.1.7 Number of running Call Centre seats in Assam (FY) 2013-14
6.1.8 Quality Related Certificates/Documents.



## REQUEST FOR PROPOSAL –Establishment of NRC Call Centre

### 7. Price Bid: Cover - B

Price Bid should be submitted as per format mentioned below in a separate sealed envelope marked as “Price Bid: Cover – B”:

Name of the Company	
Complete Address	
PAN No	
CST/ VAT No	
Service Tax No	

Sl No.	Expenditure	Cost per seat per shift (of 8 hours per day) per month	Total cost of 105 seats(50 x 2 shifts+5 x 1) for 12 months	Total cost of 53 seats(25 x 2 shifts+3 x 1) for 12 months	Total cost of 20 seats(10 x 2 shifts) for 4 months	Total*
		(1)	(2)	(3)	(4)	(5)=(1)+(2)+(3)+(4)
1	Manpower (Please give detailed breakup)					
2	Training of Manpower					
3	Rent					
	Electricity					
	Housekeeping					
	Security					
	Internet Charge					
	Outgoing Phone Call Charge					
	AMC					
	Contingency					
4	Others** (Please specify)					
	<b>GRAND TOTAL</b>					

\* Total Cost for the entire duration of NRC updation work has to be given ({50\*2 Shifts, 5\*1 Shift} for first 12 months , {25\*2 Shifts, 3\*1 Shift} for next 12 months, {10\*2 Shifts} for last 4 months)

\*\* Including all costs of Hardware, Licenses, Calling Equipments etc (inclusive of tax)

**No additional or hidden cost shall later be considered.**

### 8. Selection Criteria

- Short listed parties will be invited for presentation of the architecture and technology that will be used before opening the Price Bid. The time and venue for the presentation shall be intimated to the Applicants. All Applicants shall be required to make presentations up to 30 minutes, before opening of Financial Proposals, to demonstrate their credentials before the Evaluation committee and to submit hard copies during the presentation. The presentation shall broadly cover the following aspects:
  - Brief Company profile, local presence, associates, major clients & projects etc.
  - Experience and capabilities of conducting similar assignments
  - Understanding of assignment along with methodology indicating broad scope of work and road map.
  - Architecture of the proposed system.

## REQUEST FOR PROPOSAL –Establishment of NRC Call Centre

- Proposed Key Personnel along with Team Leader and Manpower commitment. The key personnel, as given by the bidder in the technical proposal should not change during the tenure of the contract, without prior approval of the State Coordinator, NRC, Assam.
- Proposed site of Call Centre with availability of Space and necessary infrastructure.
- Technical Marks will be given based on the basis of Applicant's Experience, Architecture, Presentation, Availability of Space, Expertise, HR and financial capability. Only those Applicants who's Technical Proposals score 70 marks or more out of 100 shall qualify for further consideration.
- State Coordinator, NRC, Assam reserves the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.
- Selected parties will have to sign a service level agreement after issue of the work order.

**8.1 Bid Evaluation:** All the eligibility criteria would be analyzed, only those who are found eligible will be given marks as follows:

<b>8.1.1 The Technical Bid evaluation shall be done on the following criteria</b>	
<b>8.1.2 During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:</b>	
<b>8.1.3 Average Annual Turnover (Last 3 Financial Years)</b>	<b>(Max 10 Marks)</b>
Less than 50 Lakhs	00 marks
50 Lakhs to 5 crores	05 marks
5 crores and above	10 marks
<b>8.1.4 Number of years as a profit making organization as Proprietorship firm OR Registered Co-operative Associate OR Limited / Private Limited Company Firm registered under the Companies act, 1956,</b>	
	<b>(Max 10 Marks)</b>
5 years and above	10 Marks
3 to 5 years	05 Marks
Less than 3 years	00 Marks
<b>8.1.5 Based on understanding of the project, submission of detailed Implementation plan along with the proposed architecture and infrastructure of the entire Call Centre</b>	
	<b>(Max 20 Marks)</b>
It will be on absolute discretion of the purchaser. The evaluation will based on the status of architecture proposed, Software, Hardware, HR, no. of Supervisors, data security etc.	20 Marks
<b>8.1.6 Mandatory Experience in running Inbound or Outbound Call Centre in Assam in regional languages (including Assamese)</b>	
	<b>(Max 20 Marks)</b>
3 years and above	20 Marks
1 to 3 years	10 Marks
Less than 1 year	00 Marks
<b>8.1.7 Experience in handing Govt./PSU Call Centre for Inbound or Outbound process</b>	
	<b>(Max 10 Marks)</b>
(One or more work=10 Marks)	10 marks
No work	00 marks

## REQUEST FOR PROPOSAL –Establishment of NRC Call Centre

<b>8.1.8 No. of clients for which Experienced in running Inbound or Outbound call</b>	<b>(Max 10 Marks)</b>
If Number of clients served for similar services is more than 5	10 marks
If Number of clients served for similar services is more than 3 and less than 5	5 marks
If Number of clients served for similar services is more than 1 and less than 3	2 marks

<b>8.1.9 Number of running Call Centre seats for 12 months in last 3 years (2011-12,2012-13,2013-14)</b>	<b>(Max 15 Marks)</b>
Above 250 seats ( only agent seat)	15 marks
Above 150 seats and less than 250 seats	8 marks
Above 50 seats and less than 150 seats	5 marks
Above 0 and less than 50 seats	00 marks

<b>8.1.10 Quality Related Marks</b>	<b>(Max 5 Marks)</b>
ISO Certification (ISO-9001:2008)	05 marks

**A Bidder should secure mandatorily a minimum of 70 marks in Technical Evaluation in order to be eligible for opening of financial bids.**

Financial Bids will be opened for technically qualified Bidders only.

Selection will be based on total marks scored in Technical and Financial Bid. Bidder with Maximum Marks will be selected.

**Total Marks = {30 X (Technical Marks of the Bidder/ Maximum Technical Marks Scored by any bidder)} + {70 X (Lowest Bid / Price Quoted by the Bidder)}**

**Contract shall be awarded only to the bidder with highest Total Score**

### **9. Other Terms & Conditions**

#### **i) AGREEMENT**

The successful bidder shall execute an agreement on a non-judicial stamp paper of value of Rs.100/- (stamp duty to be paid by the bidder) within 10 days from the date of the intimation from RFP Inviting Authority informing that his tender has been accepted or within 10 days from the date of issue of purchase order

**ii) PERIOD OF CONTRACT/AGREEMENT:** Shall be valid for 28 months from signing of agreement. The period may be extended as per need or mutual consent.

#### **iii) SECURITY DEPOSIT**

The successful bidder, within 10 days of signing of the agreement, shall be required to submit Security Deposit of 10 % of the order value in the form of Bank Guarantee (BG) from any Indian Scheduled-A Bank in favour of the RFP Inviting Authority valid for a period of 1 year from the date of supply. However, if the supplier fails to execute the order or fails to perform the services

## **REQUEST FOR PROPOSAL –Establishment of NRC Call Centre**

as per agreement, in addition to other penal actions, the bank guarantee shall be encashed and the amount will be forfeited.

**iv) Strategic control of data/application:** Ownership of all data pertaining to calls received should belong to the State Coordinator, NRC, Assam.

**v) SUPPLY AND COMMENCEMENT CONDITIONS**

a) Work Order

Work order will be placed to the successful bidder at the discretion of the RFP Inviting Authority. However, the bidder may increase or decrease the no. of seats after six months review of call records of the said Call Centre. The purchaser in such case will issue a notice to the bidder and which will come into effect from 30 days of the date of issuance of notice.

b) Subscription of NRC Hotline Number: The bidder will facilitate and obtain hotline number for and on behalf of the purchaser within 30 days from the award of contract, failing which penalty conditions as mentioned in this bid document shall become applicable.

c) Specifications and Quality

The items supplied by the successful bidder shall be of the best quality and shall comply with specifications, stipulations and conditions specified. Services provided by the Bidder should be of best quality.

d) Delivery Period

The Call Centre to be made operational within 30 days from the date of order.

e) Penalty for Delayed Delivery

(i) In case there is delay in operational of the Call Centre beyond the stipulated period as mentioned in the work order, there shall be reduction in price @ 0.5% of the value of work order per week of delay or part thereof subject to a maximum of 10% of the total order value.

(ii) Once the maximum price reduction is reached, termination of the contract may be considered. Non-performance of the contract provisions shall make the successful bidder liable to be disqualified to participate in any tender for the next 5 years, in addition to forfeiture of Security Deposit and other penal actions.

f) Guarantee

Supplier shall give guarantee against any and all defects in design, workmanship of material and performance for a period of 12 months (or as specified in the PO) from the date of commissioning/installation. Should any defects develop during the guarantee period, it should be remedied promptly free of cost by the supplier and all expenses for transportation of goods necessitated for such repairs or replacement shall be borne by

## **REQUEST FOR PROPOSAL –Establishment of NRC Call Centre**

the supplier. The guarantee period for such repaired/replaced goods shall again be 12 months from the date of commissioning/installation.

### **vi) FORCE MAJEURE**

The above conditions of delivery period, price reduction & termination etc. are subject to force majeure conditions which are beyond the control of the supplier, do not involve fault or negligence of the supplier and are not anticipated. Such events may include but are not limited to riots, mutinies, war, fire, storm, tempest, flood, earthquakes, epidemics, or other exceptional causes like quarantine restrictions, freight embargoes. On specific request made by the bidder the time period of supply may be extended by the RFP Inviting Authority at his discretion for such period as may be considered reasonable. However, the condition shall not include scarcity of raw materials, power cut, labour dispute, failure of sub-vendor and increase in cost of raw material.

### **vii) PAYMENT PROVISIONS**

- a) Mobilization Advance (MA) will be released to the successful bidder @ 10% of the contract value on submission of Performance Bank Guarantee (PBG) and the MA amount will be adjusted proportionately on every bill.
- b) Payments towards the supply of the service will be made strictly as per rules of the RFP Inviting Authority.
- c) Bills/ invoices should be raised on quarterly basis in triplicate in the name of the RFP Inviting Authority.
- d) If at any time during the period of contract, the price of tendered items is reduced or brought down by any Law or Act of the Central or State Government or by the bidder himself, the bidder shall be bound to inform RFP Inviting Authority immediately about such reduction in the contracted prices. RFP Inviting Authority is empowered to unilaterally effect such reduction as is necessary in rates in case the bidder fails to notify or fails to agree to such reduction in rates.
- e) In case of any enhancement in excise duty due to notification of the Government after the date of submission of bids and during the validity period of contract, the quantum of additional excise duty so levied will be allowed to be charged extra as a separate item without any change in price structure of the product approved under the tender. For claiming the additional cost on account of the increase in excise duty, the bidder should produce a letter from the concerned Excise Authority confirming payment of additional excise duty on the goods supplied to the RFP Inviting Authority and also must claim the same in the invoice separately.
- f) RFP Inviting Authority will have the right to receive supply even after expiry of contractual delivery date and in such case, price reduction as specified under Clause No. (d) above will be applicable.
- g) If the supply of any hardware/furniture or other items under the Call Centre is received in damaged condition it shall not be accepted. In case of damage in the packing, the supply will be accepted only after levying penalty as decided by the RFP Inviting Authority on the total value of supply to that particular warehouse.

### **viii) ANNULMENT OF AWARD, FORFEITURE OF SECURITY DEPOSIT & FRESH AWARD**

## **REQUEST FOR PROPOSAL –Establishment of NRC Call Centre**

Failure of the successful bidder to comply with the requirements of signing of agreement and / or submission of security deposit within the time schedule as stipulated above shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security/EMD. Under such a situation, the proposal may be reviewed for award of the contract on the next lowest evaluated technically qualified bidder or go for a fresh bid depending on the circumstance. In case it is decided to go for the next lowest bidder, negotiation may be considered to bring down their price nearer to the originally evaluated lowest bid.

**ix) ARBITRATION**

Any dispute whatsoever in any way arising out of or relating to the contract shall be referred to arbitration of the State Coordinator, National Register of Citizen (NRC), ASSAM or to the sole arbitration of some person nominated by him. There shall be no objection if the arbitrator so appointed happens to be an employee of National Register of Citizen (NRC), ASSAM. The award of the arbitrator shall be final, conclusive and binding on all parties.

**x)** All hardware supplied will be under the Comprehensive Maintenance Contract (CMC) of the vendor for the agreement period.

**xi) LAWS GOVERNING THE CONTRACT & JURISDICTION**

The contract shall be governed by the laws in force in India. In the event of any dispute arising out of the RFP such dispute would be subject to the jurisdiction of the Court within the city of Guwahati only.

**10. “Technical Bid: Cover – A” and “Price Bid: Cover- B” should be put in two separate sealed envelopes and they should be put in a bigger sealed envelope. On the top of which, it should be written as “RFP – Establishment of NRC Call Centre”.**

Last date of submission of proposal in sealed envelope is **2:00 PM** of **26/08/2014**. The proposal may be submitted to:

**Office of the Commissioner & Secretary to the Government of Assam,  
Political Department &  
State Coordinator  
National Register of Citizen (NRC), Assam  
Assam Secretariat  
Ground floor, CM Block  
Guwahati - 781006**

Incomplete application form or application submitted by organizations that do not fulfill eligible criteria will be rejected.

**Commissioner & Secretary to the Government of Assam &  
State Coordinator, NRC, Assam**

## **REQUEST FOR PROPOSAL –Establishment of NRC Call Centre**

### **Undertaking by the vendor**

I have read all the terms, conditions, enclosures and the whole RFP document (No. SPMU/NRC/Call-Centre/7/2014/1 Dated 04/07/2014) from (page no.1 to page no..... ) and understood the contents. As a token of acceptance of all the terms of RFP, I am hereby submitting the entire RFP document in physical format. I am designated and authorized by my firm to fill in this RFP and therefore I am submitting this in the form of undertaking. My authorization letter is also attached herewith.

# **REQUEST FOR PROPOSAL –Establishment of NRC Call Centre**

## **Annexure A**

### **Subject matter of Information to be provided in the Call Centre**

#### **1. Answer to queries**

- We can help you in getting the following information from our end:
  - a. About your name or your father's/fore father's name in the Legacy data (1951 NRC and in the pre 1971 Electoral Roll), method of searching, taking printout.
  - b. About the application procedures of NRC, Assam, method of filling up application form & documents required to be submitted.
  - c. Locations & Schedules of application receipt centres/Helpdesks.
  - d. About NRC schedule and timelines.
  - e. Verification process and schedule of visits for verification.
  - f. Other information related to NRC updation.
  
- We can take complains from you regarding the followings:-
  - a. Non-distribution of application form in your area.
  - b. Difficulty in getting information from Help Desk/Internet/CSE.
  - c. Difficulty in getting copy of legacy data or any other information from Helpdesks (LRCR)/District/CSE.
  - d. Problem faced during submission of application form.
  - e. Non-cooperation of LRCR/Circle/District staff.
  - f. Any Others.



# REQUEST FOR PROPOSAL –Establishment of NRC Call Centre

## Annexure B Information about the Bidder

Sl			
1	Name of the Bidder		
2	Registration No and Valid Up to		
3	Address of the Registered Office		
		Phone No:	
		Fax No:	
		Official Email ID:	
4	Year of Establishment		
5	Type of Organization (NGOs/Health Providers/Trusts/Govt./Semi Govt. organizations)		
6	Name & Designation of the Authorized Signatory		
7	Contact Person		
		Name:	
		Designation:	
		Phone No:	
		Fax No:	
		Mobile No:	
	Email ID:		
5	Website		
6	Address of Guwahati/ Assam Office		
7	Contact Person of Guwahati, Assam Office		
		Name:	
		Designation:	
		Phone No:	
		Fax No:	
		Mobile No:	
	Email ID:		
8	Date of Operationalization of Call Centre Services in India (Outside Assam, Please specify name of the States)		
9	Date of Operationalization of Call Centre Services in Assam		
10	Brief Description of the organization		

# REQUEST FOR PROPOSAL –Establishment of NRC Call Centre

## Annexure C

### Annual Turnover Statement

The Annual Turnover of M/s \_\_\_\_\_ for the past three years and concurrent commitment for the current financial year are given below and certified that the statement is true and correct.

Sl	Year	Turnover (Rs. In Lakh)
1	2011-12	
2	2012-13	
3	2013-14	
<b>Total</b>		
<b>Average turnover per annum</b>		

### Concurrent Commitment

Sl. No.	Contract Ref.	Purchaser	Total Contract Value	outstanding Value	Estimated Delay in completion date

Date :

Signature of Auditor/

Chartered Accountant

Seal :

(Name in Capital)

Registration Number

## Annexure D

### Details of Deliverables (Equipments/ Other Works/ furnishing)

Sl	Particulars / Item	Make/ Model	Warranty
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			